UNITED STATES PATENT AND TRADEMARK OFFICE

APPLICATION NO.	FILING DATE	FIRST NAMED INVENTOR	ATTORNEY DOCKET NO.	CONFIRMATION NO.
10/076,362	02/14/2002	Alexander Druyan	AUS920011019US1	1508

		EXAMINER
7590 10/27/2006		DESHPANDE, KALYAN K

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ART UNIT	PAPER NUMBER
3623	

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Please find below and/or attached an Office communication concerning this application or proceeding.

PTO-90C (Rev. 10/03)

	Application No.	Applicant(s)
Office Action Summary	10/076,362	DRUYAN ET AL.
	Examiner	Art Unit	
	Kalyan K. Deshpande	3623	

-- The MAILING DATE of this communication appears on the cover sheet with the correspondence address --

Period for Reply

A SHORTENED STATUTORY PERIOD FOR REPLY IS SET TO EXPIRE <u>3</u> MONTH(S) OR THIRTY (30) DAYS, WHICHEVER IS LONGER, FROM THE MAILING DATE OF THIS COMMUNICATION.

- Extensions of time may be available under the provisions of 37 CFR 1.136(a). In no event, however, may a reply be timely filed after SIX (6) MONTHS from the mailing date of this communication.
- If NO period for reply is specified above, the maximum statutory period will apply and will expire SIX (6) MONTHS from the mailing date of this communication.
- Failure to reply within the set or extended period for reply will, by statute, cause the application to become ABANDONED (35 U.S.C. § 133). Any reply received by the Office later than three months after the mailing date of this communication, even if timely filed, may reduce any earned patent term adjustment. See 37 CFR 1.704(b).

Status

1) ☒ Responsive to communication(s) filed on <u>11 August 2006</u>.

2a) ☒ This action is **FINAL**.   2b) ☐ This action is non-final.

3) ☐ Since this application is in condition for allowance except for formal matters, prosecution as to the merits is closed in accordance with the practice under *Ex parte Quayle*, 1935 C.D. 11, 453 O.G. 213.

Disposition of Claims

4) ☒ Claim(s) <u>1-11, 13-23 and 25-28</u> is/are pending in the application.

    4a) Of the above claim(s) _____ is/are withdrawn from consideration.

5) ☐ Claim(s) _____ is/are allowed.

6) ☒ Claim(s) <u>1-11, 13-23 and 25-28</u> is/are rejected.

7) ☐ Claim(s) _____ is/are objected to.

8) ☐ Claim(s) _____ are subject to restriction and/or election requirement.

Application Papers

9) ☐ The specification is objected to by the Examiner.

10) ☐ The drawing(s) filed on _____ is/are: a) ☐ accepted or b) ☐ objected to by the Examiner.

    Applicant may not request that any objection to the drawing(s) be held in abeyance. See 37 CFR 1.85(a).

    Replacement drawing sheet(s) including the correction is required if the drawing(s) is objected to. See 37 CFR 1.121(d).

11) ☐ The oath or declaration is objected to by the Examiner. Note the attached Office Action or form PTO-152.

Priority under 35 U.S.C. § 119

12) ☐ Acknowledgment is made of a claim for foreign priority under 35 U.S.C. § 119(a)-(d) or (f).

    a) ☐ All   b) ☐ Some * c) ☐ None of:

      1. ☐ Certified copies of the priority documents have been received.

      2. ☐ Certified copies of the priority documents have been received in Application No. _____.

      3. ☐ Copies of the certified copies of the priority documents have been received in this National Stage application from the International Bureau (PCT Rule 17.2(a)).

    * See the attached detailed Office action for a list of the certified copies not received.

Attachment(s)

1) ☐ Notice of References Cited (PTO-892)
2) ☐ Notice of Draftsperson's Patent Drawing Review (PTO-948)
3) ☐ Information Disclosure Statement(s) (PTO-1449 or PTO/SB/08) Paper No(s)/Mail Date _____.

4) ☐ Interview Summary (PTO-413) Paper No(s)/Mail Date. _____.
5) ☐ Notice of Informal Patent Application (PTO-152)
6) ☐ Other: _____.

DETAILED ACTION

Introduction

1.   The following is a final office action in response to the communications received
on August 11, 2006. Claims 1-11, 13-23, and 25-28 are now pending in this application.

Response to Amendments

2.   Applicants' amendments to claims 6, 11, 16-21, 23, and 25 are acknowledged.
Applicants' cancellation of claims 12 and 24 is acknowledged. Examiner withdraws the
claim objections and the 35 U.S.C § 112 rejections. Examiner maintains the 35 U.S.C.
§103 rejections.

Response to Arguments

3.   Applicants' arguments filed on August 11, 2006 have been fully considered but
are not found persuasive. Applicants' argue Northcutt fails to teach "sending a service
request status message to a plurality of service ticketing systems from the service
manager" in that Northcutt fails to teach where information is distributed amongst the
ticketing systems.

In response to Applicants' argument Northcutt fails to teach "sending a service
request status message to a plurality of service ticketing systems from the service
manager" in that Northcutt fails to teach where information is distributed amongst the
ticketing systems, Examiner respectfully disagrees. Although Northcutt et al. fail to
explicitly teach sending service requests status to a plurality of service ticketing
systems, this limitation is obvious in light of Northcutt. A plurality of service ticketing
systems is defined as a plurality of interfaces to retrieve ticket request information (see

Specification pages 11-12). Northcutt et al. teach a plurality of interfaces that can be used to retrieve, view, modify or edit service requests (see ¶¶ 53-55 and 59-63; where a plurality of interfaces available to users is described. Each interfaces enables different types of users to access information in a format most appropriate for their role. Each interface receives and displays information.). Furthermore, Northcutt et al. teach sending service requests status (see ¶¶ 65-67; where upon submission of a service request, the service request is sent to a service request manager via email. The IT person responsible can update any of the submitted fields, including the service request status.). Thus, Northcutt et al. disclose sending service requests status and a plurality of interfaces (i.e. a plurality of service ticketing systems). The advantage of sending service requests status to a plurality of service ticketing systems is that it enables users to view updated data and changes made to data. It would have been obvious, at the time of the invention, to one of ordinary skill in the art to incorporate the feature of sending service request status to a plurality of service ticketing systems in order to enable users to view updated data and changes made to service request data, which is a goal of Northcutt et al. (see ¶¶ 5-6).

In response to applicant's argument that the references fail to show certain features of applicant's invention, it is noted that the features upon which applicant relies (i.e., "distributed information") are not recited in the rejected claim(s). Applicants argue that Northcutt "does not have and does not need a query going from a central manager to the interfaces". It appears that Applicants are arguing that the present invention have information distributed amongst several databases in the ticketing systems, however

this feature is not present in the claims. Although the claims are interpreted in light of

the specification, limitations from the specification are not read into the claims. See *In*

re Van Geuns, 988 F.2d 1181, 26 USPQ2d 1057 (Fed. Cir. 1993).

Examiner notes the following discussion of Official Notice taken from the MPEP

in light of the official notice asserted by Examiner in the rejections of claims 4, 6, 11, 17,

18, 23, and 27:

> To adequately traverse such a finding, an applicant must specifically
> point out the supposed errors in the examiner's action, which would
> include stating why the noticed fact is not considered to be common
> knowledge or well-known in the art. See 37 CFR 1.111(b). See also
> *Chevenard, 139 F.2d at 713, 60 USPQ at 241* ("[I]n the absence of any
> demand by appellant for the examiner to produce authority for his
> statement, we will not consider this contention."). A general allegation
> that the claims define a patentable invention without any reference to the
> examiner's assertion of official notice would be inadequate. If applicant
> adequately traverses the examiner's assertion of official notice, the
> examiner must provide documentary evidence in the next Office action if
> the rejection is to be maintained. See 37 CFR 1.104(c)(2). See also
> *Zurko, 258 F.3d at 1386, 59 USPQ2d at 1697* ("[T]he Board [or
> examiner] must point to some concrete evidence in the record in support
> of these findings" to satisfy the substantial evidence test). If the examiner
> is relying on personal knowledge to support the finding of what is known
> in the art, the examiner must provide an affidavit or declaration setting
> forth specific factual statements and explanation to support the finding.
> See 37 CFR 1.104(d)(2). If applicant does not traverse the examiner's
> assertion of official notice or applicant's traverse is not adequate, the
> examiner should clearly indicate in the next Office action that the
> common knowledge or well-known in the art statement is taken to be
> admitted prior art because applicant either failed to traverse the
> examiner's assertion of official notice or that the traverse was
> inadequate. If the traverse was inadequate, the examiner should include
> an explanation as to why it was inadequate. (MPEP § 2144.03(C))

Applicants are silent to Examiner's taking of official notice on claimed features

and thus Applicants have not "specifically point[ed] out the supposed errors in the

examiner's action, which would include stating why the noticed fact is not considered to

be common knowledge or well-known in the art." Examiner has taken official notice of

the features of "storing temporary data in cache memory", "creating an integer array",

"comparing tickets in a response list in a one-to-one format using pre-determined

parameters", "directing a next free pointer in the array to a next ticket in a response list

in an order as that results from the comparison", and "storing a sorted response list in

the cache memory". For these reasons, the features of "storing temporary data in

cache memory", "creating an integer array", "comparing tickets in a response list in a

one-to-one format using pre-determined parameters", "directing a next free pointer in

the array to a next ticket in a response list in an order as that results from the

comparison", and "storing a sorted response list in the cache memory" are taken to be

admitted prior art because Applicants' did not traverse the taking of official notice of

these limitations.

Claim Rejections - 35 USC § 103

4.   The following is a quotation of 35 U.S.C. 103(a) which forms the basis for all

obviousness rejections set forth in this Office action:

> (a) A patent may not be obtained though the invention is not identically disclosed or described as set
> forth in section 102 of this title, if the differences between the subject matter sought to be patented and
> the prior art are such that the subject matter as a whole would have been obvious at the time the
> invention was made to a person having ordinary skill in the art to which said subject matter pertains.
> Patentability shall not be negatived by the manner in which the invention was made.

5.   Claims 1-11, 13-23, and 25-28 are rejected under 35 U.S.C. 103(a) as being

unpatentable over Northcutt et al. (U.S. Patent Publication No. 20030126001).

As per claim 1, Northcutt et al. teach:

A method for displaying a list of service requests from multiple service request

systems on a single display comprising the steps of:

receiving a service inquiry at a service manager location (see ¶ 65; where a work

management person receives a service request.);

formulating and sending a service request status message to a plurality of

persons from the service manager (see ¶¶ 50-51, 54-56, 60-62, and 65-67; where a

status code is created or updated for a service request. The status of a service

request is sent to the appropriate persons.);

receiving and merging responses to the service request status message from

service ticketing systems into a single list of responses (see ¶ 72 and figure 17;

where a summary of all of the service requests analysis and status are received and

viewed.);

sorting the tickets in the response list by predetermined parameters and

generating a sorted ticket request list (see ¶ 59 and figures 23-24; where the tickets

are displayed in a list with several parameters presented. A user can sort the lists b

clicking on one of the field headers.); and

displaying the sorted ticket request list containing ticket request from multiple

ticket request systems (see ¶ 59 and figures 23-24; where the tickets are displayed

in a list with several parameters presented. A user can sort the lists b clicking on

one of the field headers.).

Northcutt et al. fail to explicitly teach sending service requests status to a plurality

of service ticketing systems. A plurality of service ticketing systems is defined as a

plurality of interfaces to retrieve ticket request information (see Specification pages 11-

12). Northcutt et al. teach a plurality of interfaces that can be used to retrieve, view,

modify or edit service requests (see ¶¶ 53-55 and 59-63; where a plurality of interfaces

available to users is described. Each interfaces enables different types of users to

access information in a format most appropriate for their role. Each interface receives

and displays information.). Furthermore, Northcutt et al. teach sending service requests

status (see ¶¶ 65-67; where upon submission of a service request, the service request

is sent to a service request manager via email. The IT person responsible can update

any of the submitted fields, including the service request status.). Thus, Northcutt et al.

disclose sending service requests status and a plurality of interfaces (i.e. a plurality of

service ticketing systems). The advantage of sending service requests status to a

plurality of service ticketing systems is that it enables users to view updated data and

changes made to data. It would have been obvious, at the time of the invention, to one

of ordinary skill in the art to incorporate the feature of sending service request status to

a plurality of service ticketing systems in order to enable users to view updated data and

changes made to service request data, which is a goal of Northcutt et al. (see ¶¶ 5-6).

As per claim 2, Northcutt et al. teach:

The method as described in claim 1 further comprising the step of converting the

service status request message to a format for each particular ticketing system (see

¶ 52; where service requests are placed into an XML or HTML format for each

interface used by the users.).

As per claim 3, Northcutt et al. teach:

The method as described in claim 1 further comprising the step of converting the

responses from the plurality of ticketing systems into a common format for receipt

and processing by the service manager (see ¶ 52; where service requests are

placed into an XML or HTML format for each interface used by the users, including

the service manager.).

As per claims 4, Northcutt et al. fail to teach the "sorted list is stored in cache

memory". It is old and well-known in the art to store temporary data in cache memory.

The advantage of storing sorted lists in cache memory is that it enables users to sort the

same data in multiple ways. It would have been obvious, at the time of the invention, to

one of ordinary skill in the art to store sorted lists in cache memory in order to allow

users to sort the same data in multiple ways, which is a goal of Northcutt et al. (see ¶ 6).

As per claim 5, Northcutt et al. teach:

The method as described in claim 1 wherein said sorting step further comprises

creating multiple sorted lists (see ¶ 6; where users can generate reports that sort

data in multiple ways.).

Claim 5 further recites limitations already addressed by the rejection of claim 4;

therefore the same rejection applies to this claim.

As per claim 6, Northcutt et al. fail to teach the steps of "creating an integer

array", "comparing tickets in a response list in a one-to-one format using pre-determined

parameters", "directing a next free pointer in the array to a next ticket in a response list

in an order as that results from the comparison", and "storing a sorted response list in

the cache memory". It is old and well-known in the art to create an integer array,

compare pre-determined parameters of input data, and sort the data based on the

comparison of pre-determined parameters. The advantage of completing these steps is

that it allows for the sorting of data based on any of the available pre-determined

parameters. It would have been obvious, at the time of the invention, to one of ordinary

skill in the art to incorporate the steps to create an integer array, compare pre-

determined parameters of input data, and sort the data based on the comparison to the

sorting feature of the Northcutt et al system in order to allow for the sorting of data

based on any of the available pre-determined parameters, which is a goal of Northcutt

et al. (see ¶ 6).

Claim 6 further recites the limitation of "storing this list in the cache memory"

which is addressed by the rejection of claim 4; therefore the same rejection applies to

this claim.

As per claim 7, Northcutt et al. teach:

The method as descried in claim 1 wherein said sorting step further comprises:

determining whether a sort map exist for a service ticket list (see ¶ 59 and figures

23-24; where pre-defined reports are available to users to display service request

data. A report maps corresponding database fields to report fields when generating

a report. Therefore, a pre-defined report is the same as a sort map.); and

displaying sorted tickets based on a sort from a preexisting sort map (see ¶ 59

and figures 23-24; where pre-defined reports are displayed to the users.).

As per claim 8, Northcutt et al. teach:

The method as described in claim 1 wherein said sorting step further comprises:

determining whether a sort map exist for a service ticket list (see ¶ 59 and figures

23-24; where pre-defined reports are available to users to display service request

data. A report maps corresponding database fields to report fields when generating

a report. Therefore, a pre-defined report is the same as a sort map.); and

creating a sort map when there is a determination that no sort map exist (see ¶

59; where users can manipulate existing reports to create a desired report.

Manipulating an existing report is the same as creating a sort map.).

As per claim 9, Northcutt et al. teach:

The method as described in claim 1 further comprising the step of:

determining the elapsed time since the last inquiry by a particular service

technician (see ¶¶ 60-63; where a report can be generated based on the status of a

service ticket assigned to him.); and

resetting the ticket lists in the cache, if a predetermined time period has expired

(see ¶¶ 60-63; where a user can modify a displayed report or generate a new report.

The modification or generation of a new report re-queries the database for and pulls

new data in to the cache as described by the rejection of claim 4.).

As per claim 10, Northcutt et al. teach:

The method as described in claim 9 wherein said resetting step comprises

retrieving additional tickets for the ticketing systems (see ¶¶ 60-63; where a user can

modify a displayed report or generate a new report. The modification or generation

of a new report re-queries the database for and pulls new data in to the cache as

described by the rejection of claim 4.).

As per claim 11, Northcutt et al. teach:

A method for displaying a list of service requests from multiple service request systems on a single display comprising the steps of:

determining whether a list of tickets currently exist for an inquiring service technician (see ¶ 61; where a report can be generated based on the assigned IT personnel.);

sorting the tickets in the response list by pre-determined parameters and generating a sorted ticket request list (see ¶¶ 59-60; where users can sort based on any of the pre-determined parameters.); and

displaying the sorted ticket request list containing ticket request from multiple ticket request systems (see ¶¶ 59-61 and figures 23-24; where the sorted lists are displayed.).

Claim 11 further recites limitations already addressed by the rejections of claim 1 and 6; therefore the same rejections apply to this claim.

Claim 13 recites limitations already addressed by the rejection of claim 8; therefore the same rejections apply to this claim.

Claims 14-28 recite limitations already addressed by the rejections of claims 1-13 and further recite a computer program product and a system which are taught by Northcutt et al. (see ¶¶ 51-53 and figure 2; where a system is taught. The system further has a workflow management system which is a computer program product.); therefore the same rejections of claims 1-13 apply to claims 14-28 as well.

Conclusion

6.   **THIS ACTION IS MADE FINAL.** Applicant is reminded of the extension of time

policy as set forth in 37 CFR 1.136(a).

A shortened statutory period for reply to this final action is set to expire THREE

MONTHS from the mailing date of this action. In the event a first reply is filed within

TWO MONTHS of the mailing date of this final action and the advisory action is not

mailed until after the end of the THREE-MONTH shortened statutory period, then the

shortened statutory period will expire on the date the advisory action is mailed, and any

extension fee pursuant to 37 CFR 1.136(a) will be calculated from the mailing date of

the advisory action. In no event, however, will the statutory period for reply expire later

than SIX MONTHS from the mailing date of this final action.
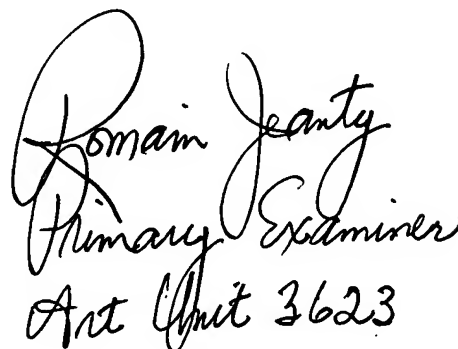

Any inquiry concerning this communication or earlier communications from the

examiner should be directed to Kalyan K. Deshpande whose telephone number is

(571)272-5880. The examiner can normally be reached on M-F 8am-5pm.

If attempts to reach the examiner by telephone are unsuccessful, the examiner's

supervisor, Tariq Hafiz can be reached on (571) 272-6729. The fax phone number for

the organization where this application or proceeding is assigned is 571-273-8300.

Information regarding the status of an application may be obtained from the Patent Application Information Retrieval (PAIR) system. Status information for published applications may be obtained from either Private PAIR or Public PAIR. Status information for unpublished applications is available through Private PAIR only. For more information about the PAIR system, see http://pair-direct.uspto.gov. Should you have questions on access to the Private PAIR system, contact the Electronic Business Center (EBC) at 866-217-9197 (toll-free).

kkd

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